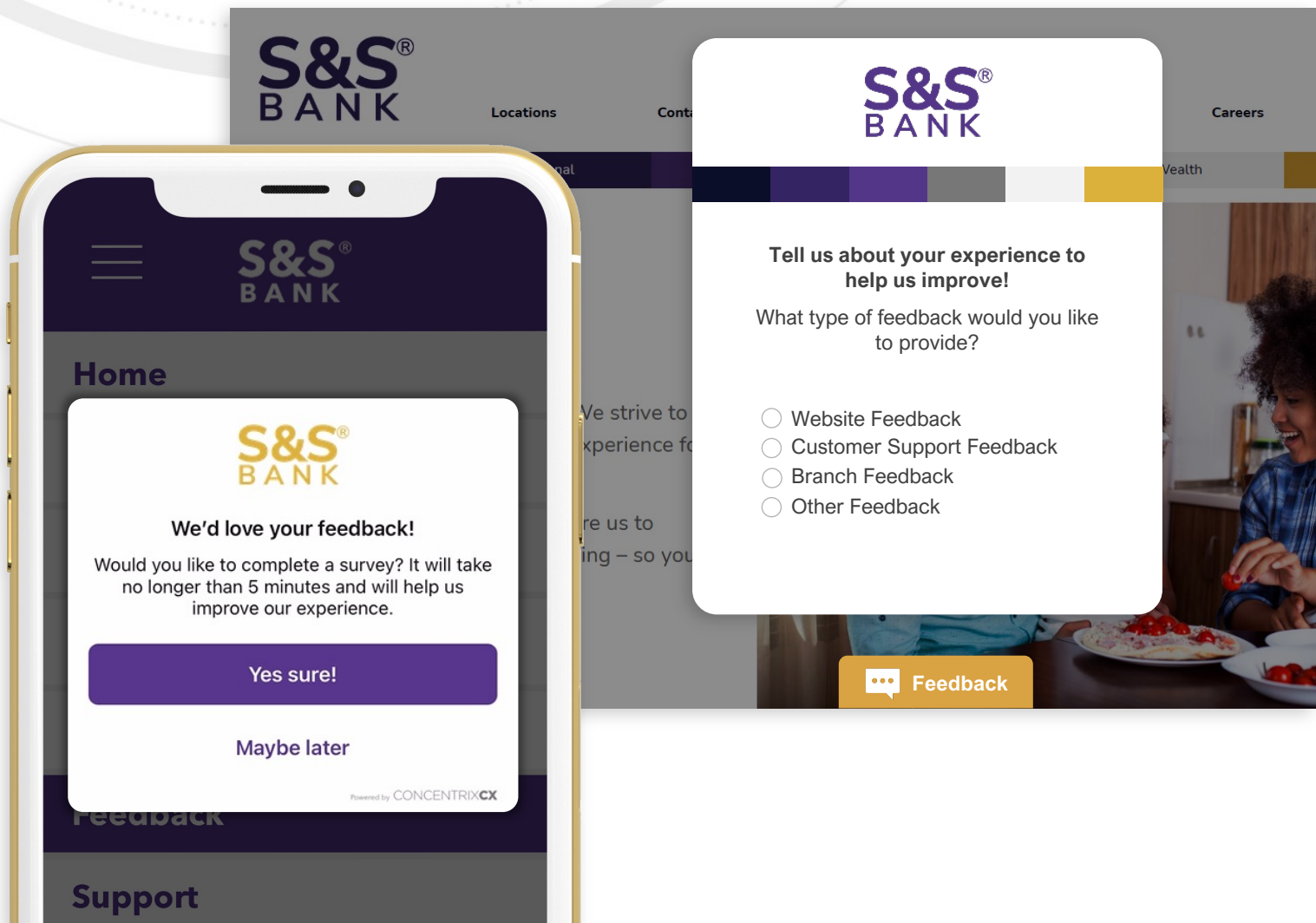


CONCENTRIX**CX**

VOC for Digital

Digital feedback failing you? Not anymore.

Meet the next-generation feedback solution designed to help your company deliver better digital experiences. **VOC for Digital**—powered by ConcentrixCX—captures and analyzes customer signals across websites and mobile apps, unlocking new opportunities, prioritizing action steps and fueling digital transformation faster than any other feedback solution in the market.



Key Features

WEB FEEDBACK

Understand how customers perceive your site using listening posts and in-session surveys.

APP FEEDBACK

Engage mobile app users to share their feedback in-app using easily implemented SDKs.

JOURNEY VIEWS

Analyze the customer journey across all digital and non-digital touchpoints in a single place.

DIGITAL ANALYTICS INTEGRATIONS

Unify customer feedback with web behavioral insights to paint the full picture.

UNSTRUCTURED SURVEY FEEDBACK

Use the power of artificial intelligence (AI) and natural language processing (NLP) to interpret unstructured feedback.

REAL-TIME ALERTS

Define “at risk” customers and trigger alerts in a way that makes sense for your brand using flexible business rules.

LIVE INTERVENTION

Connect unhappy customers with resolution experts inside the survey or route them to the information they’re looking for online.

GUIDANCE FROM CX EXPERTS

Our team of CX pros is an extension of your team – from digital survey design to interpreting results and prioritizing key takeaways, we’re with you every step of the way.



Benefits



GAIN A UNIFIED VIEW OF THE JOURNEY

Understand the factors that drive performance at every touchpoint of your customers' journeys. ConcentrixCX pulls together insights from feedback captured across web, mobile and in-app experiences, telling the full digital experience story for better insights.



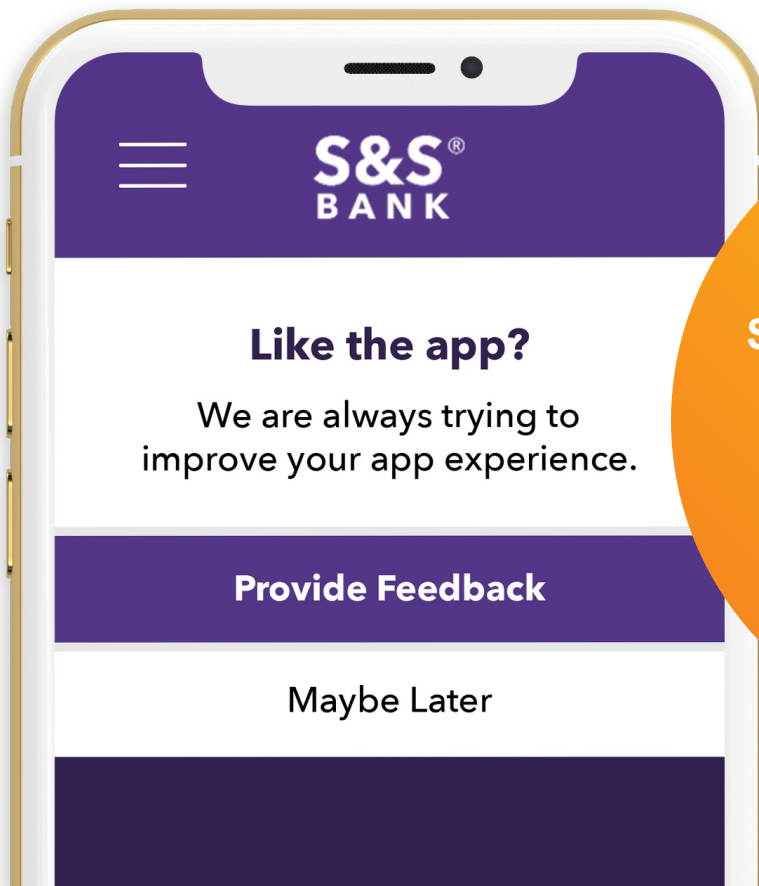
FIX AND SAVE AT-RISK CUSTOMERS

ConcentrixCX marries artificial intelligence (AI) with real-time engagement and case management tools to make it easier to predict and fix poor digital experiences.



UNLOCK DEEPER INSIGHTS

Feedback and customer insights are only useful if you can act on them. ConcentrixCX finds and prioritizes your biggest digital pain points, guiding you where to focus your time and attention.



**Concentrix is named a
Strong Performer in the
Forrester Wave™:
Customer Feedback
Management Systems**

FORRESTER®

40%
adoption

Improve
2x
faster

5x
ROI in 12
months



CONCENTRIXCX

Don't just measure experiences,
transform them.

Contact us today!

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VOC
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